

15 June 2021

To: All Sandbourne tenants, leaseholders  
and shared owners



## Coronavirus/COVID 19 – Update (12)

When we wrote to you at the beginning of April we set out the ‘Sandbourne Road Map’ explaining how over the course of the following weeks our services would be fully restored. This would happen in four stages reflecting those outlined by the government in their ‘Road Map to Recovery’ published on 22 February.

Since then we have been able to successfully implement the first three stages of our Road Map, and hope that you are beginning to see the effect of this with the partial re-opening of communal facilities in our 60+ developments, estate inspections being re-introduced and, from 7 June, individual meetings with members of the team if required.

The fourth and final stage of our Road Map, which we had planned to implement on 21 June was:

Stage 4 – No earlier than 21 June (now 19 July)	
Government Road Map	Sandbourne Response
<p>All legal limits on social contact will be removed.</p> <p>No legal limits on the number of people who can attend weddings, funerals and other life events. From April, the government will run pilots for events such as large weddings, festivals and work conferences. This will help to determine how measures such as enhanced testing might allow large groups to attend without social distancing.</p> <p>Nightclubs will be allowed to re-open.</p>	<p>Re-instatement of communal lounge bookings for residents’ clubs and events, which may include attendance by outside organisations/people.</p> <p>Limitations on numbers of people using the communal lounge and the intervals between guest room bookings removed.</p> <p>Remove social distancing signage from common areas and laundries.</p> <p>Delete all self-isolation registers and records of self – isolation/shielding/ infection from IT records in line with good practice in data protection.</p> <p>Review if a negative COVID test is still needed for new residents at Craigleith in Bournemouth.</p> <p>Office fully re-open (9am to 4pm Monday to Friday) with unrestricted access, subject to social distancing guidelines being followed.</p> <p>Archive link to Coronavirus page on website.</p>

You may remember that when we wrote to you in April we said that *'one of the lessons that we have learned over the course of the last year is that situations can change very quickly. Should infection rates increase again or the government alters their Road Map, then we may need to make our own changes to reflect this'*.

Sadly, the government's decision on 14 June to extend the current restrictions for another four weeks leaves us no alternative but to delay implementing the fourth and final stage of our Road Map until at least 19 July.

Therefore, at least for now, we are continuing to limit the number of members of the team in the office each day to no more than four. Please remember that messages can and are passed to those working at home very easily and we continue to aim to respond to any enquiries that we receive as quickly as we can.

The most significant practical implications of that decision for our 60+ residents are that:

- The use of the communal lounges will remain limited to no more than six residents at any one time, and no events or activities involving people from outside the development will be arranged.
- We will continue to limit guest room bookings allowing seven days between each one to enable the rooms to be cleaned and the risk of potential infection reduced.

We hope that the progress we have been able to make since February with other parts of the Road Map means that for most residents Sandbourne's services have been largely returned to normal, and share the frustration that everyone feels that once again the 'finishing line' is still just out of reach.

There have also been suggestions that some aspects of the restrictions, such as social distancing, may remain with us all even after 19 July but we hope that these will not limit our ability to provide our services to you in the future.

Finally, we would thank you once again for your patience and understanding over the course of 18 months that have been more difficult and challenging than anything any of us have faced before. Hopefully the next four weeks will indeed provide the time necessary to progress the vaccination programme to a point where the government is satisfied that the pandemic is under control in the UK.



David Hall  
Head of Housing

p.s. Apologies for the error in our recent newsletter (Edition 31). It was, of course, our Summer newsletter and not Spring as appeared in the header.